

CIVIL AERONAUTICS BOARD

WASHINGTON, D.C. 20428

FOR RELEASE:

(202) 382-6031

IMMEDIATE
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CAB 75-35

The Civil Aeronautics Board's Office of the Consumer Advocate received 983 letters of complaint during the month of January containing 1,302 complaints. Fares and refunds were passengers' chief concern in January.

Among the trunk carriers, Delta with 3.23 complaints per 100,000 enplanements was the lowest; National was the highest with 20.00. National was on strike during part of this reporting period. Piedmont was lowest among the local service carriers with 2.49; Frontier was highest with 7.29.

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ATTACHMENT

CONSUMER REPORT ■**CONSUMER REPORT** ■

For the Month of January, 1975

CARRIER	Number of Letters	Flights			Reservations			Baggage					Fares & Relateds		Customer Treatment	Flight Info	In-Flight Service	Service in General	Dissemination			Cargo							Other	Total					Monthly Expenditures (\$ '000 omitted)	Reports per 100,000 Expenditures
		Canceled	Delayed	Irregularities	Overseas	Prob. loss	Ticketing	Loss	Damage	Delay	Other	Rates	Rebates	Compliments					Racial	Pass	COB	Loss	Damage	Delay	Other	Rates	Current month	Year to date		Previous month	Same month previous year	Previous year this same month				
AMERICAN	93	5	16	6	11	8	14	7	2	0	0	14	11	8	3	1	0	0	0	0	2	0	1	0	11	123	123	81	123	123	1509	7.9				
BRANIFF	23	0	6	1	7	4	0	1	0	3	0	0	2	3	2	1	0	1	1	0	0	0	0	2	35	35	26	109	109	600	5.6					
CONTINENTAL	22	0	7	3	1	3	0	2	1	2	0	0	5	9	8	1	0	0	1	1	0	0	0	4	48	48	13	20	20	466	10.0					
DELTA	43	1	2	2	8	12	3	3	3	0	0	6	6	9	4	0	0	0	1	0	0	0	1	1	66	66	60	70	70	1946	3.2					
EASTERN	92	9	20	3	5	12	1	7	7	4	7	2	9	10	9	3	0	0	0	1	2	1	1	1	15	130	130	97	294	294	1966	6.2				
NATIONAL	37	3	16	1	4	8	1	0	0	2	0	0	5	8	3	2	0	0	0	0	0	0	0	0	4	57	57	44	88	88	285	20.0				
NORTHWEST	31	5	5	3	5	9	1	0	1	0	0	0	3	6	2	2	0	0	0	1	0	1	1	0	1	3	49	49	36	48	48	619	7.2			
TRANS WORLD	73	7	6	2	3	9	3	6	1	3	2	0	18	4	6	3	0	0	0	0	1	0	0	1	1	9	85	85	84	68	68	1113	7.3			
UNITED	60	5	5	6	8	11	1	3	3	4	4	0	12	18	7	1	0	0	0	0	0	0	0	2	8	98	98	74	138	138	2148	4.4				
WESTERN	18	1	3	0	2	5	0	2	1	1	0	0	4	3	0	1	0	0	0	0	0	0	0	0	1	24	24	23	31	31	541	4.4				
PAN AMERICAN	37	0	1	0	11	1	0	5	1	0	1	1	9	2	1	1	0	0	0	1	1	0	0	0	7	41	41	47	87	87	564	6.9				
AIR WEST	13	3	3	2	0	2	0	1	0	1	0	0	3	1	0	0	0	0	0	0	0	0	0	0	1	18	18	11	41	41	295	6.1				
ALLEGHENY	44	9	6	7	2	3	1	2	1	2	1	0	13	5	4	2	1	0	1	0	0	0	0	0	7	67	67	59	183	183	922	7.2				
FRONTIER	14	3	0	1	1	2	1	0	1	0	0	0	4	2	0	0	0	0	0	0	0	0	0	0	3	20	20	4	27	27	274	7.2				
NORTH CENTRAL	10	0	0	0	2	2	0	0	1	0	0	0	3	2	0	0	0	0	0	0	0	0	0	0	2	12	12	11	12	12	332	3.6				
OZARK	9	3	1	0	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	2	11	11	11	30	30	253	3.5				
PIEDMONT	5	0	1	0	0	0	1	0	0	0	0	1	1	1	1	0	0	0	0	0	0	0	0	1	7	7	11	14	14	28						
SOUTHERN	6	1	1	0	0	1	0	1	0	0	0	0	1	0	1	0	0	0	0	1	0	0	0	1	8	8	8	15	15	216	3.4					
TEXAS INT'L	7	1	2	0	0	0	0	1	1	1	0	0	2	0	0	0	0	0	0	0	0	0	0	0	10	10	10	19	19	192	5.0					
ALOMA	3	1	0	0	1	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	4	4	5	0	0	137	2.5					
HAWAIIAN	5	0	0	0	0	0	0	2	1	0	0	0	2	0	0	0	0	0	0	0	0	0	0	0	5	5	7	13	13	218	2.2					
ALASKA	5	0	0	0	1	0	0	0	0	0	0	0	2	1	0	0	0	0	1	0	0	0	0	0	5	5	1	6	6	41	9.7					
WEN AIR ALASKA	5	1	0	1	0	0	0	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	6	6	4	2	2	38	10.5					
FOREIGN	126	6	12	5	15	8	0	16	3	4	1	5	38	5	2	0	0	0	1	2	2	0	2	1	1	25	154	154	88	116	116					
CAP. INT'L AIRWAYS, INC.	8	0	4	0	1	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	9	9	7	43	43							
JOHNSON FLYING SERV.	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	0	0							
McGILLICHOE INT'L AIRLINES	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
MODERN AIR TRAVEL, INC.	2	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0							
OVERSEAS NAT'L AIRWAYS, INC.	4	0	1	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	6	6	6	13	13							
SATURN AIRWAYS, INC.	1	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	4	4							
TRANS INT'L AIRLINES, INC.	2	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	0	26	26							
WORLD AIRWAYS, INC.	4	0	0	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	8	4	4							
FOREIGN SUPP.	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	1	3	3							
COMMUTERS	31	6	4	4	2	2	0	4	2	0	1	0	4	4	0	0	0	0	1	0	0	1	0	0	3	38	38	30	37	37						
FREIGHT FWDR	33	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	4	6	3	2	12	9	38	38	43	40	40						
AGENT & GROUP	76	0	0	0	0	2	1	1	0	0	0	0	12	2	3	0	0	0	1	0	0	0	0	58	80	80	107	72	72							
OTHER	33	0	0	0	0	0	0	0	0	0	1	0	2	0	1	0	0	0	3	3	1	3	1	1	20	36	36	40	55	55						
TOTAL	Current month	983	71	123	49	89	112	17	75	35	30	20	9	174	107	67	24	5	0	5	14	14	13	11	10	20	208	1302								
	Year to date	983	71	123	49	89	112	17	75	35	30	20	9	174	107	67	24	5	0	5	14	14	13	11	10	20	208		1302							
	Previous month	790	55	69	35	49	68	9	76	35	16	26	2	143	99	58	24	6	0	1	10	08	11	17	6	13	204			1090						
	Same month previous year	1370	171	205	67	139	140	35	93	36	71	32	8	177	133	97	42	17	0	1	5	19	16	16	10	11	242			1843						
	Previous year this same month	1470	171	285	67	139	140	35	93	36	71	32	8	177	133	97	42	17	0	1	5	19	16	16	10	11	242				1843					

s/ These statistics reflect alleged problems with airline service as stated in complaint letters. No determination as to the validity of the complaint has been made.

b/ Enplanement figures are taken from CAB Form 41 report for November 1974, the most recent available to the Board. Charter enplanements are not included.

(c) Based on passenger complaints only; cargo complaints have been eliminated.

d/ Represents 700 letters received. Fifty-three letters had complaints against more than one carrier.

e/ On strike July 15, 1974. Partial operations resumed November 1, 1974. Field operations resumed November 7, 1974.

I/ Includes Allegheny Commuter Boardings of 86,223 during the month of November.